March 2005

Department of Developmental Services

CADDIS Connection

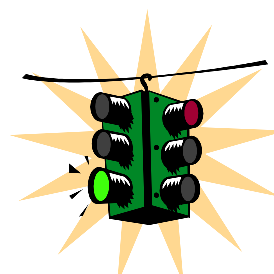
The CADDIS Implementation Team

Inside this Issue:

We're the "***Get Ready***" in "Get Ready, Get Set, Go-Live!"

The CADDIS Implementation Team's mission is to support the Regional Centers in their CADDIS go-live planning activities. Using a cross-functional approach, we meet regularly to share information, coordinate and execute plans, and work with the RC CADDIS Contacts via the monthly CADDIS Contacts meetings.

We are comprised of the Project Team Leads from the following teams:



- Business Process Planning (BPP)
- Training
- Communication
- Conversion
- RC Readiness
- Technical Architecture

Representatives from Application Development, Project Management and DDS Subject Matter Experts (SMEs) are also included.

The CADDIS Implementation Team was formed to help RCs coordinate RC-specific tasks and activities that must be completed before implementation, and to avoid the "silo" effect, where information is kept strictly in certain areas of the organization and not shared with others. The cross-functional model allows a more effective approach to planning and completing tasks.

Continued on next page….

The CADDIS Implementation Team cont'd

For instance, among the teams, Training is working very closely with BPP to ensure To-Be business process information is included in the CADDIS training curriculum. Training is also working with Application Development while updating the CADDIS training material. In addition, RC Readiness is gathering information from all of the other teams to create an RC readiness checklist to help the RCs prepare for implementation.

The CADDIS Implementation team conducts monthly teleconference meetings with the RC CADDIS Contacts to share project and team updates, answer questions and concerns, and listen to suggestions and comments. Working in this collaborative environment strengthens our understanding of how CADDIS will impact the RCs, and how we can best help the RCs "get ready" for CADDIS implementation.

If you have a question or comment about the CADDIS Implementation Team, please forward it to your RC's CADDIS Contact.

Introducing the CADDIS Performance Team

"It takes time to do a million of anything, the question is how often and why?"

This is one phrase that the newly assembled CADDIS Performance Team uses as they begin to describe the work they do. The team deals with the smallest and largest of numbers, measuring success in terms of millions of transactions completed, response times in the milliseconds and concurrent users supported in the hundreds or thousands. This new nine-person team has recently joined the CADDIS Project with the purpose of fine-tuning the software architecture in an effort to make the application more responsive.

Using converted data from six regional centers in conjunction with sophisticated load testing tools like Mercury LoadRunner, the team has begun its review and testing activities to identify performance based issues affecting CADDIS. The team will work closely with the application development teams to prioritize and address performance issues (without changing any "as designed" functionality), focusing first on the issues associated with the highest frequency and most resource intensive transactions.

The team compares what it does with tuning a piano to get a better sound quality, except that the Performance Team is tuning software architecture to improve operating efficiency and responsiveness. Given the size and functionality of CADDIS, the Performance Team has a lot to think about - all in a days work for a team that uses phrases like "stress testing" and "load balancing".

Frequently Asked Questions (FAQs) of the Month

Q: I have noticed from many of the answers to questions in the "Q and A" portion of the CADDIS website that we'll be using "Workflows" to identify and perform many of our daily tasks. What are workflows, what do they do, and who will write them?

A: **(Corrected Answer)** Workflows are an often-used feature of CADDIS that will automate and simplify your everyday work. Workflows are custom-written system alerts that are returned to a user when the conditions in the workflow have been met. For example, workflows could send alerts when any action item is coming due by some specified number of days, or they could alert a designee (e.g., Primary Staff Person) when work was overdue. Workflows will run overnight in batch due to the intense resources they can require, and alerts will be waiting for users on their CADDIS Homepage when they log on in the morning.

Many workflows are being provided with CADDIS, but regional centers will also write their own to meet the specific needs of their business models. Workflows **can** also contain hyperlinks to take the user to the screen that is requiring attention. While writing custom workflows can range from the simple to the complex, depending on what the system is being asked to provide, the main skill needed to write them is a good working knowledge of the data model. As this knowledge increases with experience, workflows will be easier to create and their usefulness will constantly improve.

Q: How different will it be to write checks in CADDIS from what we now do?

A: To ensure a smooth transition into CADDIS, the check writing portion of the application has been written to mimic the current regional center process as much as possible. The system will be able to print on pre-printed blank check stock, or the system can create a flat file that can be used with an outside check writing service (e.g., Standard Register or Masoud Tabatabai's NedaSoft). Invoice data will be printed on the Remittance Advice portion (check stub). Since the format was taken from actual regional center checks for POS, operations and money management, any differences in design between current systems and CADDIS should be transparent to you, the end user.

Did You Know?

Did you know in CADDIS you can easily view your Consumer's case information using the Case Record Summary screen?

You can quickly view a list of all your Consumers and select one of them to get a summary of the Consumer's records including:

- *Consumer contact information*
- *Emergency contact information*
- *The IPP or IFSP and Plan Reviews*
- *Assessments*
- *Case Notes*
- *Medications*
- *Purchase of Service Authorizations*
- *Title 19 case management services*
- *Insurance and benefit information*
- *Consumer trust information*

From the Case Record Summary screen, click on a link to view the full record for any of the above information. For example, you can click on a link next to one of the Case Notes listed, and the complete note will display. You can update the note, if you need to, or create a new one.

Department of Developmental Services

1600 9th Street
Room 220 MS 2-7
Sacramento, California 95814
caddis@dds.ca.gov

We're on the web
http://www.dds.ca.gov/rccaddisinfo

Do you have a suggestion for a CADDIS Connection article or FAQ?
We want to hear it!
Please send your suggestions to *Tamara Wheeler, DDS CADDIS Project, at twheeler@dds.ca.gov.*